higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

OPERATIONS MANAGEMENT
NQF LEVEL 2

(3021012)

7 November 2022 (Y-paper)
13:00–15:30

This question paper consists of 7 pages.

111Q1N2207

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TIME: 2½ HOURS
MARKS: 100

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Start each section on a new page.
5. Use only a black or blue pen.
6. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Complete the following sentences by choosing a word or words from the list below. Write only the answer next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

insurers; the product; ethos; stakeholders, Occupational Health and Safety Act; compensation; total quality management; industry; commission; policy; recruitment; profit; procurement; leading; planning

1.1.1 … refers to what the business is actually producing, e.g. a car, chemicals or dog food.

1.1.2 An individual style or brand showing how things are done.

1.1.3 … is the money paid to an employee injured at work.

1.1.4 ... it aims at reducing accidents in the workplaces

1.1.5 ... is the process followed by a firm striving to achieve high standards in everything it does.

1.1.6 … refers to an environment in which a certain type of business operates.

1.1.7 People with a vested interest in the activities of a business are called …

1.1.8 … refer to people or businesses who accept the risk for any bad things which may occur.

1.1.9 … is an agreed upon set of rules.

1.1.10 … is payment which is calculated according to work done.

(10 × 1) (10)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 Customers are regarded as the lifeblood of any business by offering good service to them.

1.2.2 Financial stakeholders are concerned with the financial performance of the organisation.

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1.2.3 Business must strive to keep the government happy by paying taxes on time.

1.2.4 Operational risks refer to accidents occurring while not carrying out an action plan.

1.2.5 Noise pollution should be kept to a maximum level to entertain neighbouring businesses.

1.2.6 The Human Resources department is responsible for buying stock.

1.2.7 Unhappy customers recommend the company to others.

1.2.8 Safe and healthy working conditions improve the loyalty of employees.

1.2.9 Employers have a duty to continually assess the skills of their workers and improve these skills.

1.2.10 Marketing refers to the way in which the business sells its goods and services.

(10 × 1) (10)

1.3 Choose a word or term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–L) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

	COLUMN A		COLUMN B
1.3.1	The possibility that something bad might happen	A	assets
		B	business plan
1.3.2	Valuable items purchased in order to run a business, and which have a long lifespan	C	benchmark
		D	expansion
1.3.3	A written list of goals and objectives for a successful business and how these are to be achieved	E	risk
		F	tender
1.3.4	The money available to the business to purchase stock, pay wages, etc.	G	cash flow
1.3.5	A level against which quality can be measured	H	maintenance
		I	operations
1.3.6	An example of a business objective	J	ratio
1.3.7	An application to render a service or to supply goods at a stated price	K	salary
1.3.8	An example of after-sales service offered to customers once the sale is completed	L	liability
1.3.9	The recurring activities of an organisation directed toward producing a product or rendering a service		
1.3.10	Relationship between two amounts		

(10 × 1) (10)
[30]

TOTAL SECTION A: 30

SECTION B

SCENARIO

Read the following scenario and answer the questions.

Patricia Constructors (PC) is a big construction company which handles building projects in the Limpopo Province. The business has previously built bridges, commercial malls, residential homes and outlets, roads, etc. It is a black-owned business managed by Patricia Bruise as the CEO. Patricia must see to it that the business delivers on its multifunctional activities and projects.

Patricia Constructors was contracted to build a primary school in Tibanefontein; unfortunately, when they reached the second-floor height, the building collapsed. At least two bricklayers were critically injured and had to be treated in the nearby hospital. Other workers suffered minor injuries and were discharged. It was later found that the cause of the collapse was failure in following the structural requirements of a building of that nature. It was also found that the staff did not wear safety clothes at the time, and safety equipment was not in place during the incident, which raised questions about the quality management systems.

Selby, the operations manager, resigned immediately after the incident, which led the business to hire Marcus as the new operations manager.

Source: OWN

QUESTION 2

2.1 Explain FIVE functions of Marcus at PC. (5 × 2) (10)

2.2 Identify THREE possible incentives that Patricia can use to motivate her employees. (3)

2.3 Safety officers appointed internally may come from the ranks of managers, supervisors, or the most unskilled labourers in the business.

Name FOUR advantages of appointing safety officers who represent all the workers. (4)

2.4 State TWO methods of reducing risks PC needs to apply. (2)

2.5 Accidents at work can have human and non-human causes.

Give FOUR human causes of accidents at work. (4)

[23]

QUESTION 3

3.1 Give FIVE examples of infrastructural requirements that PC needs to render a service. (5)

3.2 The building collapsed due to failure in following the structural requirements of a building of that nature.

Give FIVE types of training that can be given to workers to avoid accidents and keep them safe in the workplace. (5)

3.3 The success of the business is largely influenced by the type of policies it has and how well these policies are implemented.

List any FIVE policies which can be used by PC. (5)

3.4 Name and explain the FIVE tools of total quality management. (5 × 2) (10)

[25]

QUESTION 4

4.1 Risks are totally unpredictable. Suggest how Patricia Contractors can reduce the following risks:

4.1.1 Health and safety risks

4.1.2 Theft

4.1.3 Fire risks

4.1.4 Human resources risks

4.1.5 Environmental risks

(5 × 2) (10)

4.2 When Selby resigned, Marcus was hired.

Indicate TWO methods that can be used to ensure the right personnel are employed. (2 × 2) (4)

4.3 Discuss the role of Marcus as the operations manager in terms of the following:

4.3.1 People

4.3.2 Programmes

4.3.3 Processes and procedures

4.3.4 Plant

(4 × 2) (8)

[22]

TOTAL SECTION B: 75
GRAND TOTAL: 100

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